

NETWORK MANAGER REPORT



OCTOBER 2004

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

In October the portal reached full-stride for the busy fall season. Transaction levels were impressive with additional volume produced by the license renewal periods of several Alabama State agencies. All told, the month proved to be very productive and provided an excellent start to the final quarter of 2004.

Highlights during the month were:

- The Alabama Department of Revenue, local government reporting application was submitted as a finished project to the Department in October. This application allows local governments to access their tax revenue reports via the internet.
- The Department of Revenue has also given approval for Alabama Interactive to develop an income tax extension application. This application will be scheduled to go live in late February in time for next year's tax season.
- The second Department of Conservation and Natural Resources bow hunt application went live on October 18th. During the month, 278 hunters successfully registered for the drawing. The registration will run through mid November.
- The Alabama Association of Regulatory Boards has requested Alabama Interactive be a featured presenter at their first meeting this November. This engagement will provide Alabama Interactive with an excellent opportunity to present Alabama's eGovernment initiative to agency directors and other personnel.
- The Alabama Home Builders Licensure Board's online license renewal application continues to post high adoption numbers. In the first thirty days of the two-month renewal period, the Board realized a 32% adoption rate for its 5,000 active license holders.
- The Home Builders Licensure Board has also expressed interest in utilizing Alabama InTouch, alabama.gov's constituent email notification system, to enhance communication with their constituents. This system will provide the Board with a direct means of reminding licensees of deadlines and other announcements.
- The electronic point-of-sale system was successfully implemented in all 28 Alabama KMart stores. KMart employees also participated in a point-of-sale training session led by Alabama Interactive staff.
- The Alabama Board of Professional Engineers and Land Surveyors has expressed interest in developing an application to offer license renewal as well as online data-download.
- The Alabama Board of Pharmacy went live with seven different online license renewal services. These services allow pharmacy-related license holders the ability to renew online. The license renewal period will run through December.
- The alabama.gov portal is readied to help answer questions and direct users for the November elections. A dedicated news feature on the portal's front page assisted users in finding the information needed for the coming election.

Marketing

alabama.gov received wide coverage from the recent press release highlighting the portal's Top Ten performance in the Best of the Web competition. Additional press releases have been drafted focusing on recent service releases as well as the eGovernment efficiencies created via the portal. We anticipate approval and distribution of these press releases in November.

The Alabama Board of Pharmacy will feature their online license renewal application in an upcoming association newsletter. The licensee population has been very receptive to the service thus far and this ad should help educate and encourage additional users to go online and utilize the service.

A special holiday issue of Montgomery Living Magazine will feature an advertisement for alabama.gov. The magazine has also offered to prepare an advertorial section to highlight the information and services available via the alabama.gov portal. This special section will appear in a forthcoming issue, next year.

Development

The Alabama Real Estate Commission's application allowing Schools and Instructors the ability to electronically file their roster information is in production and use by 52 users. AREC has requested some minor modifications based on new user comments.

The Department of Industrial Relations has asked Alabama Interactive to assist them with taking online payments. To facilitate this request AI has been working with DIR, and their current application contractor to develop a communication scheme that would enable AI to process these payments and notify DIR of the successful transaction. This application completed agency testing and was placed into production on October 7th.

The Department of Revenue's application allowing localities the ability to view their tax reports online has been placed into production. This service includes embed charts, a data download via delimited text files, and alternative report-viewing capabilities, utilizing the portable document format standard. This service also includes administrative and tracking functionality, which allow the Department to review the success of the service and assist localities with customer support issues.

In addition to their existing renewal application and current Intranet report, the Board of Architects has asked if we could develop a more complex intranet report. They requested particularly the ability to track CE hours along with class information for renewing architects. The new reporting functions are currently in development with completion expected in early November.

The Board of Pharmacy requested several applications to allow licensed pharmacists, licensed pharmacy technicians, pharmacy retailers, oxygen suppliers, pharmaceutical manufacturers, non-resident pharmacies and institutional pharmacies to renew their licenses online. These applications were placed into production from October 4th.

The Alabama Department of Environmental Management's Phase II Storm-water permitting application is awaiting final changes from the partner. This service gives companies and government agencies the ability to notify ADEM if their construction plans might contaminate a water source. This application is ready for production and is currently awaiting partner approval.

The Alabama Department of Environmental Management has requested an application that would allow registration for “Smoke School” classes online. Because of space constraints the application will also give notice to potential registrants if they would not be able to register online due to these limitations. This application is complete and is currently awaiting partner approval for deployment to production.

The Home Builder Licensure Board requested an application to automate processing of license renewals. Development of this application was completed in September, and the application was placed into production as expected on October 1st. The Homebuilder Licensure Board requested the addition of functionality to allow end users to return to the application and view their receipts. This functionality was integrated with the production application in mid-October.

The Department of Conservation and Natural Resources has requested a modification to the Point-of-Sale licensing system to support the Marine Resources Division. The application was placed into production on October 1st. At the request of DCNR, new input screens are being designed to capture additional information that is needed to sale certain license types, with modifications expected to be completed in early November.

The Department of Conservation and Natural Resources has requested the development of an online shopping cart application to provide merchant capabilities for the sale of Outdoor Alabama merchandise for the holiday season. The application is in development with completion expected in early November.

The State Banking Department has requested an application to allow renewals for deferred presentment institutions. The application is in production.

PROJECT REPORT

COMPLETED!

Completed in 2002

Alabama Board of Nursing	<ul style="list-style-type: none">• Renewal of Registered Nursing License• Reactivation of a Nursing License• Reinstatement of a Nursing License
Alabama Department of Public Safety	<ul style="list-style-type: none">• Electronic Access to Motor Vehicle Records
Alabama Real Estate Commission	<ul style="list-style-type: none">• Renewal of Real Estate Licenses• Broker/Agent Certification
Alabama Secretary of State	<ul style="list-style-type: none">• Merchant Services

Completed in 2003

Alabama State Banking Dept.	<ul style="list-style-type: none">· Renewal of Small-Loan and Mini-Code License· Renewal of Pawn Broker License· Renewal of Mortgage License
Alabama State Bar	<ul style="list-style-type: none">· Membership Renewal
Alabama Board of Chiropractic Examiners	<ul style="list-style-type: none">· Renewal of License· Licensee Verification
Alabama Department of Conservation and Natural Resources	<ul style="list-style-type: none">· Online Hunting and Fishing Licenses· Hunting and Fishing Licenses/Point-of-Sale· Probate Court Point of Sale Hunting and Fishing Licenses· Oak Mountain Bow Hunt Registration· Outdoor Alabama Subscription
Alabama Department of Finance, Office of the CIO	<ul style="list-style-type: none">· Alabama State Portal
Alabama Department of Insurance	<ul style="list-style-type: none">· Merchant Services· Merchant Services for Provider Renewals
Alabama Board of Nursing	<ul style="list-style-type: none">· License verification and disciplinary status-Subscriber· Name and Address Change· LPN Renewal
Alabama Real Estate Commission	<ul style="list-style-type: none">· Instructor License Renewal
Alabama Department of Revenue	<ul style="list-style-type: none">· Sales, Use and Lodging Tax Filings· Refund Status for Individual Income Tax
Alabama Secretary of State	<ul style="list-style-type: none">· UCC (Uniform Commercial Code) Filings

Completed in 2004

Agency	Application	Description	Status
Alabama Board of Architects	License Renewal	Online application to allow architects to renew their license online.	This application is complete and in production.
State Banking Department	Deferred Payment Renewal	This service allows pay-day lenders to renew their license online and pay renewal fees.	This application is complete and in production.

Alabama Department of Conservation and Natural Resources	Bartram Canoe Trail Reservations	This application will allow the reservation and payment for camping on canoe trail platforms.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Becoming an Outdoors Woman Registration	This service will allow women to register for the outdoor education conference.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Hunt Outdoor Alabama	This application promotes mentoring among Alabama's outdoorsmen population.	This application is complete and in production.
Alabama Department of Environmental Management	Waste Water Operator License Renewal	This application allows holders of the waste water and drinking water operator's license to renew online.	This application is complete and in production.
CIO's Office, Alabama Department of Finance	Alabama InTouch (Constituent Notification)	This application will allow users to sign up to receive notification of Web site changes, press releases and other announcements.	This application is complete and in production-pilot.
Alabama Home Builders Licensure Board	Initial Application Download and payment	This application allows home builder initial licensees to download application information online and pay the application fee.	This application is complete and in production.
Alabama Home Builders Licensure Board	License Renewal	This application allows users to renew their home builders license	This application is complete and in production.
Alabama Department of Industrial Relations	Merchant Services	This application allows employers to pay quarterly filing fees.	This application is complete and in production.
Alabama State Motor Pool	Fleet vehicle reservation	This service will allow state employees to reserve fleet vehicles for state business	This application is complete and in production.

Alabama Board of Nursing	Original Licensure by exam.	This application will allow nursing school graduates to apply for a license online.	This application is complete and in production.
Alabama Board of Nursing	Licensee database search and download	This application allows hospitals, insurance companies, etc. to download the nursing roster.	This application is complete and in production.
Alabama Board of Nursing	Original Licensure by endorsement.	This application will allow nurses transferring from another state to apply for an Alabama license online.	This application is complete and in production.
Alabama Board of Nursing	License verification for individuals	This service allows nurses to request official verification of licensure.	This application is complete and in production.
Alabama Board of Pharmacy	License Renewal	This application will allow ALBOP licensees to renew their licenses and pay the renewal fee.	This application is complete and in production.
Alabama Public Service Commission	Supplemental Motor Carrier Authorization	This application allows persons who are paid to carry cargo intrastate to apply online for authorization.	This application is complete and in production.
Alabama Real Estate Commission	Mailing Labels	This application allows users to download mailing labels of licensed real estate agents and companies.	This application is complete and in production.
Alabama Real Estate Commission	Continuing Education Providers Services	This application will allow continuing education providers to report student attendance, etc.	This application is complete; Agency has not launched.
Alabama Department of Revenue, Motor Vehicles	Personalized License Plate Reservation	This application allows users to temporarily reserve a personalized license plate.	This application is complete; Agency has not launched.
Alabama Department of Revenue, Sales Tax Division	Local Government Report Distribution	This application allows local governments the ability to download their revenue reports via the web.	This application is in development.

IN TESTING.....

Agency	Application	Description	Status	Target Date
--------	-------------	-------------	--------	-------------

Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	November 2004
Alabama Department of Environmental Management	"Smoke School" Registration	This application will allow individuals to sign up for visible emissions training online.	This application is in agency testing.	December 2004

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama State Board of Chiropractic Examiners	Initial Facility Permit	This service will allow chiropractic offices to apply for a facility permit.	This application is in development	December 2005
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application pending a database redesign.	July 2005
Alabama Department of Conservation and Natural Resources	Online Shopping Cart	This application will allow users to purchase "Outdoor Alabama" goods.	This application is in development.	November 2004
Alabama Board of Professional Engineers and Land Surveyors	Licensee Data Download	This application will allow users to electronically request and download licensee mailing labels.	This application is in the pre-project planning phase.	December 2004
Alabama Plumbers and Gas Fitters Board	Merchant Services	This application will allow online payment for license renewal.	This application is in development.	November 2004
Alabama Real Estate Commission	Contact Information Change	This application allows for the changing or updating of addresses and personal information.	This application is in the pre-project planning phase.	January 2005

Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	January 2005
Alabama Board of Social Work Examiners	License Renewal	This application will allow licensees to renew their licenses and pay the renewal fee.	This application is in pre-project planning phase.	January 2005

SERVICE REQUESTS

Service Request #55

Alabama Board of Professional Engineers and Land Surveyors, Data Download
Alabama Interactive requests and recommends this service for the Alabama Board of Professional Engineers and Land Surveyors is added to the network as a charge service. The Alabama Board of Professional Engineers and Land Surveyors, Data Download system is at no cost to the Alabama Board of Professional Engineers and Land Surveyors.

Service Request #56

Alabama Department of Revenue, Application for Income Tax Extension
Alabama Interactive requests and recommends this service for the Alabama Department of Revenue is added to the network as a charge service. The Alabama Department of Revenue, Application for Income Tax Extension system is at no cost to the Alabama Department of Revenue.

MONTH IN REVIEW

Total October AI Network Transactions:	197,152
Average Successful Request per Day:	6,360
Total October alabama.gov Visitors:	127,099
Total October alabama.gov Page Views:	311,347
Total October alabama.gov Chats or Offline Messages from Live Help:	642

OPERATIONS & ADMINISTRATION

Alabama Interactive is in the final stages of moving our application infrastructure to the new central data center. The remaining applications will be transitioned to the new facility in early November. Services already hosted in the central data center have been operating continuously for the past month with no service interruptions.

Also in October, Alabama Interactive conducted an internal Sarbanes Oxley Act (SOX) audit. The purpose of the audit was to ensure that Alabama Interactive's documentation standards and practices are in compliance with the new regulations placed on public corporations. The results of the internal audit were very positive and we look forward to full-scale implementation of SOX practices by the deadline.

Positive response was received to our recent postings for an application developer and customer service representative. Candidate interviews have begun for the application developer opening. Also, candidate screening for the customer service representative position is well under way.

OTHER BUSINESS/IN CLOSING

The month of October was a very productive month for Alabama Interactive. During a month that saw one of our highest transactional volumes of the year, we successfully launched several new applications and completed a rigorous internal audit while continuing to seek new business. We look forward to continuing this level of service and productivity into the fourth quarter and the coming year.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

I can be reached at 334-261-1988, or email at wmcinnis@alabamainteractive.org

Respectfully Submitted,
Winn McInnis